



Nov. 10, 2011

This Week:

- Community meetings start next week
- October on time performance data
- Interagency coordination meeting
- Giving thanks at Eagle Harbor Maintenance Facility
- Meeting with Tulalip Tribes
- Customer compliment

Community meetings start next week

Our fall community meetings start next week. On Monday, I will present at 1 p.m. at the Bremerton Rotary meeting, Kitsap Conference Center, 100 Washington Avenue, Bremerton. Doors will stay open until 2 p.m. for questions and answers. On Tuesday, I will be on Vashon Island from 6:30-8 p.m. at McMurray Middle School, 9329 SW Cemetery Road. The full community meeting schedule and materials are posted at www.wsdot.wa.gov/ferries/CommuterUpdates/pub_meetings. I hope to see you at an upcoming meeting.

October on time performance data

In the last twelve months WSF completed 159,586 sailings and 96.5 percent of those sailings were on time (note that on-time is departure is within 10 minutes of scheduled sailing time). For the month of October, we completed 13,513 sailings and 96.4 percent of those sailings were on time. I want to congratulate the terminal and vessel staff for a job well done! You can find performance data for all routes at www.wsdot.wa.gov/ferries/accountability/.

Interagency coordination meeting

On Tuesday, I met with our interagency partners including the WSDOT Alaskan Way Viaduct project, city of Seattle, King County Metro and Port of Seattle, to discuss how to best coordinate and mitigate the impacts of the construction projects planned for the central waterfront.

Giving thanks at Eagle Harbor Maintenance Facility

I joined the team at the Eagle Harbor Maintenance Facility (EHMF) on Bainbridge Island on Wednesday afternoon for their annual Thanksgiving potluck. I appreciated the opportunity sit down and talk with EHMF employees who are responsible for maintaining our terminals and vessels. Photos are available at www.flickr.com/photos/wsdot/sets/72157627973378645.

Meeting with Tulalip Tribes

This afternoon, I will join state Transportation Secretary Paula Hammond and Federal Transit Administration (FTA) representatives at a meeting with Chair Sheldon and Vice Chair Gobin of the Tulalip Tribes. The purpose of our meeting is to discuss the next steps in the Mukilteo Multimodal Terminal Project. WSF and the FTA have narrowed the range of alternatives that will be studied in the Draft Environmental Impact Statement (EIS). The next opportunity for formal public comment will be January 2012 when we release a Draft EIS. For more information, visit www.wsdot.wa.gov/projects/ferries/mukilteoterminal/multimodal/.

Customer compliment

I received the following customer compliment regarding his positive interaction with new WSF Web Agent Jared Fernley. Thank you, Jared, for your excellent customer service.

I made a series of mistakes while trying to renew my Wave to go pass as I was unaware of the changes in vehicle length categories. I phoned the [WSF] office and was assisted by Jared. He was incredibly patient, friendly, and professional in walking me through the steps to resolve the mistakes I made and process a refund. He said he would follow up later in the day with an email, which he did. The phone assistance from this office and the agent, Jared, was superb. It was some of the highest quality customer service I've ever experienced from any agency or business. Many thanks.

Next Week:

- Bremerton and Vashon Island community meetings
- Cascadia Legislative Transportation Institute meeting

David Moseley's weekly updates are available on the WSDOT Ferries Division website at www.wsdot.wa.gov/ferries/weekly.

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